

Northwest Safety and Quality Partnership

Oregon Association
of Hospitals and Health Systems

Washington State
Hospital Association

Northwest Safety and Quality Partnership *CNO and Quality Leader Learning Collaborative*

September 5, 2019 | 8:00 a.m. - 3:00 p.m.

St. Helens Ballroom | Sheraton Portland Airport | Portland, OR 97220

Objectives:

- Understand how to improve care and reduce readmissions by addressing social determinants of health for multi-visit patients.
- Learn data strategies that drive quality improvement and create measurable results.
- Hear principles embraced by high-reliability organizations across industries and understand how to implement them in your care setting.
- Understand how to create a culture of safety and implement reliability behaviors to work toward an organizational goal of zero harm.
- Network with peers addressing safety and quality in hospitals in our region.

Agenda:

8:00 a.m. *Table discussion #1*

1. Does your hospital currently provide any specialized services for high-utilizer patients (ED or inpatient)?
2. Do you screen patients for social determinants of health (inpatient or outpatient)? If so, what screening tool are you using?

8:10 a.m. Welcome

Jessica Symank
Northwest Safety and Quality Partnership

8:30 a.m. Multi-Visit Patient Program

Sue Bergmann
Washington State Hospital Association
Laurie Bergman
Confluence Health
**Jeanene James, Stephen Kormanyos and
Elizabeth Westover**
PeaceHealth Southwest Medical Center
Devorah Overbay
Providence Regional Medical Center Everett

Learn who multi-visit patients are and how addressing their unique needs (which extend beyond the health care setting), can improve their quality of care and impact readmission rates. Hear from hospitals that have implemented these programs in their communities.

10:00 a.m. Break

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10:20 a.m. Table discussion #2

1. What elements of a multi-visit patient program could you begin to implement in your hospital and community?
2. What barriers do you anticipate?
3. How is your quality department using data to:
 - i. Identify areas needing improvement.
 - ii. Design strategies to address challenges.
 - iii. Evaluate the success of these strategies.

10:30 a.m. Data Strategies for Quality Improvement

Sabrina Hill

Northwest Safety & Quality Partnership

Iman Simmons, Janice Schoonhoven, Kristi Runberg

St. Charles Health

Understand strategies for using data to drive powerful goal deployment and quality improvement. Hear an overview of data tools, reports, leader standard work and resources available through the Northwest Safety and Quality Partnership. Hear an example of using data and True North goal deployment to achieve results from St. Charles Health System.

11:30 a.m. Lunch

12:20 p.m. Table Discussion #3

1. What barriers are limiting your ability to collect and utilize data?
2. Are there any new ideas for data-driven improvement that you hope to implement?
3. Has your organization taken intentional steps towards becoming a high-reliability organization? If yes, what have you done? If not, what are the barriers?

12:30 p.m. High Reliability

Gordon Smith

Press Ganey

Gordon Smith, CAPT, USN Ret, and Senior Associate, Transformation Services for Press Ganey will be facilitating an interactive session that introduces the concepts of High Reliability Organizing as used in such industries as nuclear power and commercial and military aviation and how these concepts are applicable to health care. He'll discuss the role of leaders in creating a culture of safety that positions zero harm as an organizational core value and the use of reliability behaviors by all staff to meet that expectation.

1:30 pm Break

1:40 PM High Reliability (continued)

Gordon Smith

2:45 p.m. Report Out and Closing

Jessica Symank

3:00 p.m. Adjourn